

Book with Confidence Guarantee

We understand that the relative uncertainty we are all feeling might have implications for your confidence to book a stay at one of our parks over the next couple of months and, with that in mind, we have introduced a “**Book with Confidence Guarantee**” applicable to bookings made on www.top10.co.nz and directly with the parks.



What is the Book with Confidence Guarantee?

For bookings made from **3rd December 2021**, the Book with Confidence Guarantee is applicable if you are unable to travel **due to certain COVID-19 related developments**.

These include you becoming sick with COVID-19 or someone immediately connected to you does and, as a close contact, you are forced into self-isolation or there is a Government mandate preventing you from travel in/from your local area/region or in the area to which you are intending to travel.

In these cases there will be no charges levied to make changes to your booking dates. We will provide a 12-month credit with no cancellation or amendment charges added. In exceptional circumstances, determined on a case by case basis, a full refund, less a processing fee, may be offered.

In the case of a request for a COVID-19 related amendment on personal grounds, guests may be requested to provide a medical certificate, or that of their determined close contact, to confirm the medical grounds on which the request is based.

If your request to amend/cancel a booking is not linked to COVID-19 related matters as outlined above, standard T&C's will apply.

Where you made your booking will determine where and with who you need to request any booking amendment or cancellation.

If the booking was made directly with the park

Over the phone, email or on the park website, you will need to contact the park directly. All park contact details can be found on the [TOP 10 Website Contact Page](#).

If the booking was made via the TOP 10 group website (www.top10.co.nz), please contact TOP 10 on 0800 867 836 for any amendment requests.

If the booking was made via a third party, including online travel agents (i.e. booking.com, Expedia), traditional travel agents or other 3rd parties, then any request for a refund should be directed to that.

If you're not sure how you booked, please contact the park directly for assistance.

Eligibility

Any person, whether a TOP 10 Club Member or non-member/regular guest, who makes a booking through www.top.co.nz or directly with the park in question, is eligible for this guarantee.

This **Book with Confidence Guarantee** is in place whilst the COVID-19 Traffic Light system is in force in New Zealand and will be reassessed at each government authorised change to this system or at any other time deemed appropriate by the TOP 10 Holiday Parks Group.

At TOP 10 Head Office we have been providing advice to our park owners on how to respond to the crisis, however our parks are individually owned and operated and therefore they are ultimately responsible for the final decisions on cancellations and refund terms where bookings are made directly with the park. This includes adjudication on requests for changes/cancellations under the **Book with Confidence Guarantee** in the case of direct park bookings.

COVID-19 Vaccination Policy

The TOP 10 Holiday Parks Group is committed to the wellbeing and safety of our customers, staff, and contractors. To this end, in line with health and safety expectations, and considering the coming summer where parks are going to be busy, using the Work Safe guidelines, all parks have conducted a risk assessment of their environment.